

STEPS TO TAKE

-))) When questions or concerns arise regarding your child's special education program, one option is to attempt to address the issue with the teacher(s) first, then the school administration, if necessary. Effective communication is very important to clarify the concern(s) and to assist in the problem-solving process.
- Talk to your child's teacher(s) regarding your questions or concerns.
- If you still have questions or concerns, make an appointment to talk to the principal of your child's school.
- If you were not successful with having your questions and concerns addressed at your child's school, make an appointment to talk to the special education director.
- If you are still not satisfied with how your questions and concerns have been addressed, make an appointment with the superintendent or director of your child's school.
-))) Another course of action to take when you have questions or concerns regarding your child's special education program is to request (in writing) an IEP meeting. Provide a copy of your request to your child's special education teacher and also provide a copy to the principal of your child's school. At the meeting, keep in mind that:
 - You and the professionals need to work cooperatively together to meet your child's needs.
 - Each member has valuable information to share. Be an active listener, ask questions and make your views known.
 - No one member should come to the meeting ready with a solution or plan that cannot be discussed or revised. Each member has a responsibility to share in the process.
 - It is important to document your concerns and the efforts you have made to resolve the problem.
 - Ask the school for "written notice" when the team is not in agreement. This documentation is important if you feel you need to pursue other dispute resolution options.

))) You may also contact the "Helpful Resources" for:

- Information about what the federal and state requirements say about your specific issue or concern.
- Ideas regarding what steps to take to solve the problem.
- Support groups in your area.
- Training opportunities and events.
- Other resources that may be beneficial.

HELPFUL RESOURCES

-))) Parent Information Network Specialists (PINS) can be reached by calling (602) 542-3852 or (800) 352-4558 or go to the following website: www.ade.state.az.us/ess/pinspals. These individuals, located regionally throughout the state, provide training, information, resources and materials when requested.
-))) Many times a concern can be handled informally by contacting the Arizona Department of Education/Exceptional Student Services (ADE/ESS) Education Program Specialist assigned to the district or charter school. The ADE/ESS Specialist may be called regarding special education matters. To contact the ADE/ESS Specialist for your area, call (602) 364-4013. Information on special education can also be downloaded from the following website www.ade.state.az.us/ess.
-))) To learn more about your child's disability and parent training opportunities, call Raising Special Kids (602) 242-4366 or (800) 237-3007 or raisingspecialk1@qwest.net.
-))) Many advocacy organizations and support groups can be helpful in assisting with problem solving. Call Community Information and Referral to find the assistance you want. Phoenix (602) 263-8856 or (800) 352-3792 (within area codes 928 and 520 only) or www.cirs.org. Tucson (520) 881-1794 or (800) 362-3473 or www.azstarnet.com/azinfo.
-))) For advocacy or legal assistance regarding special education, call the Arizona Center for Disability Law: Phoenix (602) 274-6287 or (800) 927-2260 or Tucson (520) 327-9547 or (800) 922-1447 or visit web site www.acdl.com.

FORMAL OPTIONS TO CONSIDER

If concerns become problems that need outside assistance, in order to resolve them, learn about the following formal options:

-))) MEDIATION
-))) STATE COMPLAINT
-))) DUE PROCESS

SEE THE BROCHURES LOCATED
IN THIS PACKET FOR DETAILED
INFORMATION ON EACH

ARIZONA DEPARTMENT OF
EDUCATION

EXCEPTIONAL STUDENT
SERVICES

SOLVING PROBLEMS INFORMALLY



IF YOU HAVE ANY QUESTIONS
CALL: (602) 542-4013
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